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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I live in San Francisco, so I have a vast option of choices when it comes to an internet provider: Sonic, MonkeyBrains, Wave, etc. Looking at all of my options of an ISP made me feel in control of my situation. There were plans based on speed, plans based on internet use, and plans based on both which made me do research to be accurately informed on what my best deal would be. I was working remotely from my apartment, so I definitely needed a plan that would not stop working in the middle of the day or night, and could handle a high volume of VoIP calls. Having the option of choosing a competitive provider, like Sonic, has been one of the best choices that I have made in this city.

Their fiber internet has been lightning fast and works flawlessly. Their customer service team is a dream to work with, no more being stuck on hold for hours! Whenever you have to speak to a representative (I have had a question regarding my bill, and a question regarding paperless billing), I have never felt like they were trying to sell me extra as I have with larger companies. I get reliable service for such a reasonable cost, I will stay with their service forever so long as they are available.

I used to live in Santa Barbara where we only had one choice of ISP. Their speeds were slow, unreliable, and we would often get overcharged for reasons unknown. I would never go back to this company due to how hard it was to get anything done and how bad the connection was.

Please do not take away this resource. The internet is becoming a larger and more important part of everyone's daily lives, and this is something that everyone deserves equal and reasonably priced access to.

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